

Citizens Advice County Durham
Financial Statements
For the Year Ending
31 March 2016

Charity Number 1151790

THURSDAY



A5MCFYKZ

A32

22/12/2016

#139

COMPANIES HOUSE

JANE ASCROFT ACCOUNTANCY LIMITED

Chartered Accountants & Statutory Auditor

Enterprise House

Harmire Enterprise Park

Barnard Castle

County Durham

DL12 8XT

Citizens Advice County Durham

Financial Statements

Year Ended 31 March 2016

Contents	Page
Trustees Annual Report	1
Independent Auditor's Report to the Members	6
Statement of Financial Activities (Incorporating the income and expenditure account)	8
Balance Sheet	9
Cash Flow Statement	10
Notes to the Financial Statements	11

Citizens Advice County Durham

Trustees Annual Report

Year Ended 31 March 2016

The trustees, who are also directors for the purposes of company law, present their report and the financial statements of the company for the year ended 31 March 2016.

Objectives and Activities

Citizens Advice County Durham provides free, confidential, impartial and independent advice and information for the benefit of the local community, campaigning for change and to ensure individuals do not suffer through lack of knowledge or an inability to express their needs effectively. These objectives are shared by all members of Citizens Advice.

The Charity's aims and objectives will be reviewed annually to ensure that its activities remain focused on the stated purposes.

Significant Activities

Our principle activity remains the provision of free, impartial and confidential advice for members of our local community. This is delivered from ten main offices in the county, as well as 55 outreach centres across County Durham.

Volunteers

The charity receives help and support in the form of voluntary assistance in advising the public and administering the charity. Our volunteers are the lifeblood of the service and deliver a high quality service. More volunteers are always needed.

Achievements and Performance

2015-16 was a year of consolidation and transition as the second financial year following the full merger of all county services and the third financial year for the charity.

It was a year of massive improvement in terms of the service we offer for clients. The highlights have included:

- * Purchasing a new office for our corporate services, advice line service and Debt Relief Order unit
- * Took possession of our new office in Barnard Castle, offering ground floor accessible access for clients.
- * Moved into modern premises in Durham on North Road;
- * Improved our quality of advice and joined a new pilot to audit our quality on a rolling basis;
- * Worked with Durham County Council to refashion Advice in County Durham following the end of Big Lottery Funding. The network is now growing fast and has a dynamic team in place, hosted by ourselves and Durham County Council
- * Established the new national Debt Relief Order (DRO) unit, which will help clients from across England and Wales. This has been a great success and we have had renewed funding to expand and continue the unit.
- * Provided over 25,000 appointments to help 16,000 clients.
- * Dealt with over 61,000 issues on behalf of clients

Citizens Advice County Durham

Trustees Annual Report *(continued)*

Year Ended 31 March 2016

* Our work with clients helped to maximise their income by over £29m, which has been injected into the County Durham economy. This is a massive leap from the previous financial year

* At the end of the year had over £19m under management on behalf of clients, massively easing their financial burdens

Financial Review

In 2015-16 we experienced a difficult external environment in financial terms, with the public sector austerity agenda meaning that funding was harder than ever to find. This allied with the need to spend increased sums supporting our advice line service and our Advice in County Durham service meant we recorded a substantial deficit. Plans are in place in 2016-17 to reshape the organisation so that we can operate on lower overheads.

Our principle funders this year were Durham County Council, with whom we have combined Service Level Agreement running till the end of 2017-18 but who also commission us to run our advocacy project, and Citizens Advice, who fund utilise Money Advice Service monies to fund our national Debt Relief Order unit and our local team of Money Advice Service Debt Advice Project workers. To both and to the many other funders who have helped us meet the needs of the residents of County Durham, we are grateful.

The trustees are mindful that our liquid reserves are still below where they need to be as we look to expand our services to the people of County Durham. Our long term policy is to aim to have three months of unrestricted liquid reserves. Our Business plan commits us to achieve this goal in five years from 2015/16. This will necessitate a surplus of around 5% on income every year for the next four years.

At 31st March 2016 our free reserves, excluding restricted funds and fixed assets, were £120,510. There was also a designated fund to cover redundancy costs of £180,040.

Plans for Future Periods

The coming years will be as challenging, if not more so, as 2015/16 in terms of our income base and increases in the demands and expectations of the people we serve. The trustees of Citizens Advice County Durham are as determined as ever to drive our organisation forward. This means that we will be working hard to increase our income and our efficiency so that more people can be helped with the funds we have at our disposal.

In the coming years we will be looking to expand our advocacy, training and volunteering services as well as our advice offered through the phone and the internet. 2016-17 will see a renewed drive to recruit and support more volunteers to provide much needed help for local people.

Citizens Advice County Durham

Trustees Annual Report *(continued)*

Year Ended 31 March 2016

Structure, Governance and Management

Governing document

The charity was established under a memorandum of association which outlined the objects and powers of the charitable company and is governed under its articles of association.

Organisational Structure

The Bureau functions through a board of directors, the members of which are the Trustees of the Charity, and sub-committees appointed by the Trustees when they are required.

Trustees currently usually meet on a bi monthly basis. There are currently finance, personnel and health and safety sub committees which also meet on a bi-monthly basis. The day-to-day running of Citizens Advice County Durham is delegated to the management. The board is independent from the management of the charity.

Recruitment and appointment of new trustees

Trustees are appointed at the Annual General Meeting. Additional Trustees may be co-opted by the Board throughout the year where appropriate.

Induction and training of trustees

All newly-appointed trustees are given a detailed introduction to the work of Citizens Advice County Durham through relevant information, guidance notes and discussions with experienced staff and trustees. They are also encouraged to undertake relevant training opportunities through Citizens Advice and other bodies.

Wider Network

Citizens Advice County Durham is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides support, guidance and training to member bureaux to a national standard. They also provide a national case management and information system. A condition of membership is to meet and maintain national advice and management standards which are audited regularly. We meet the Advice Quality Standard and are registered with the Information Commissioner and the Financial Conduct Authority.

Citizens Advice County Durham is a full member of the Advice in County Durham Partnership, which works with all the advice providers in the county to produce efficient referral services, upskill the advice sector and encourage collaboration.

Risk Management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

Public Benefit

Our main activities and who we help are described elsewhere in this report. All our charitable activities are undertaken to further our charitable purposes for the public benefit. The Committee have had regard to the Charity Commission's guidance on public benefit throughout the year when deciding on the activities of the charity.

Pay Policy for Senior Staff

The pay of the senior staff is reviewed annually by the Board without staff being present.

Citizens Advice County Durham

Trustees Annual Report *(continued)*

Year Ended 31 March 2016

Reference and Administrative Details

Registered Charity Name	Citizens Advice County Durham
Charity Registration Number	1151790
Company Registration Number	08357279
Principal Office	Armstrong House Abbeywoods Business Park Pity Me Durham DH1 5GH

The Trustees

The trustees who served the company during the period were as follows:

Mr D A Bowers (retired 15 March 2016)
Mr P S Conway
Ms K Coulson-Patel
Ms B Davidson
Mr A K Roxborough
Mrs J Clarke (retired 10 December 2015)
Mrs A Collins
Mr M Smith
Mr A J Pensom
Mr J A Dixon (retired 12 June 2015)
Mr K J Shaw
Mrs R Lumsdon
Miss L Allcroft
Mr J Scollen (appointed 17 November 2015)
Mr J W Taylor (appointed 15 March 2016)

Secretary and Chief Executive

N J Bradbury

Auditor

Jane Ascroft Accountancy Limited
Chartered Accountants
& Statutory Auditor
Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XT

Bankers

Unity Trust Bank Plc
Nine Brindleyplace
Birmingham
B1 2HB

Citizens Advice County Durham

Trustees Annual Report *(continued)*

Year Ended 31 March 2016

Trustees' Responsibilities Statement

The trustees (who are also the directors of Citizens Advice County Durham for the purposes of company law) are responsible for preparing the Trustees Annual Report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and the income and expenditure of the company for that period.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and accounting estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in operation.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as each trustee is aware, there is no relevant audit information of which the company's auditor is unaware; and
- each trustee has taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the company's auditor is aware of that information.

Small Company Provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

Registered office:
Armstrong House
Abbeywoods Business Park
Pity Me
Durham
DH1 5GH

Signed by order of the trustees



N J Bradbury
Company Secretary

Date: 19/7/16

Citizens Advice County Durham
Independent Auditor's Report to the Members of
Citizens Advice County Durham
Year Ended 31 March 2016

We have audited the financial statements of Citizens Advice County Durham for the year ended 31 March 2016 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the company's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Respective Responsibilities of Trustees and Auditor

As explained more fully in the Trustees Annual Report, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of financial statements and for being satisfied that they give a true and fair view.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the Audit of the Financial Statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Trustees Annual Report to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on Financial Statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2016 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Citizens Advice County Durham

Independent Auditor's Report to the Members of Citizens Advice County Durham *(continued)*

Year Ended 31 March 2016

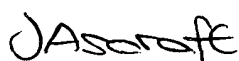
Opinion on Other Matter Prescribed by the Companies Act 2006

In our opinion the information given in the Trustees Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

Matters on Which We are Required to Report by Exception

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the Trustees Annual Report.



JANE ASCROFT (Senior Statutory Auditor)
For and on behalf of
JANE ASCROFT ACCOUNTANCY LIMITED
Chartered Accountants & Statutory Auditor

Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XT

Date: 19/7/16

Citizens Advice County Durham

Statement of Financial Activities (Incorporating the Income and Expenditure Account)

Year Ended 31 March 2016

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2016 £	Total Funds 2015 £
Income from:					
Donations and legacies	2	6,500	—	6,500	21,500
Investments	3	3,299	—	3,299	30,830
Charitable activities	4	1,064,728	1,091,830	2,156,558	2,098,510
Total Income		1,074,527	1,091,830	2,166,357	2,150,840
Expenditure on:					
Charitable activities	6	(1,087,283)	(1,176,853)	(2,264,136)	(2,080,195)
Total Expenditure		(1,087,283)	(1,176,853)	(2,264,136)	(2,080,195)
Net					
(Expenditure)/Income					
Before Transfers	7	(12,756)	(85,023)	(97,779)	70,645
Transfer between funds	8	14,466	(14,466)	—	—
Net (Expenditure)/Income for					
the Year on Ordinary					
Activities					
		1,710	(99,489)	(97,779)	70,645
Exceptional items					
Exceptional income from					
donations and legacies	2	—	—	—	81,091
Other exceptional income	5	—	—	—	340,000
Exceptional costs of					
charitable activities	6	—	—	—	(8,625)
Net (Expenditure)/Income for					
the Year					
		1,710	(99,489)	(97,779)	483,111
Reconciliation of Funds					
Total funds brought forward		880,333	151,217	1,031,550	548,439
Total Funds Carried Forward		882,043	51,728	933,771	1,031,550

The Statement of Financial Activities includes all gains and losses in the year and therefore a statement of total recognised gains and losses has not been prepared.

All of the above amounts relate to continuing activities.

The notes on pages 11 to 20 form part of these financial statements.

Citizens Advice County Durham

Balance Sheet

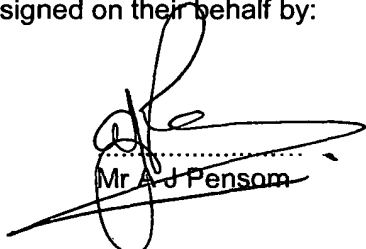
31 March 2016

	Note	2016 £	2015 £
Fixed Assets			
Tangible assets	10	695,803	381,092
Current Assets			
Debtors	11	157,228	549,411
Cash at bank and in hand		291,574	332,216
		<u>448,802</u>	<u>881,627</u>
Creditors: Amounts Falling due Within One Year	12	<u>(96,524)</u>	<u>(112,715)</u>
Net Current Assets		352,278	768,912
Total Assets Less Current Liabilities		1,048,081	1,150,004
Creditors: Amounts Falling due after More than One Year	13	<u>(114,310)</u>	<u>(118,454)</u>
Net Assets		<u>933,771</u>	<u>1,031,550</u>
Funds			
Restricted funds	16	51,728	151,217
Unrestricted funds	17	882,043	880,333
Total Funds		<u>933,771</u>	<u>1,031,550</u>

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

These financial statements were approved by the members of the committee and authorised for issue on the 19/3/16 and are signed on their behalf by:


Mr A K Roxborough


Mr A J Pensom

Company Registration Number: 08357279

The notes on pages 11 to 20 form part of these financial statements:

Citizens Advice County Durham

Cash Flow Statement

Year Ended 31 March 2016

	2016 £	2015 £
Reconciliation of Net (Expenditure)/Income for the year to Net Cash Inflow from Operating Activities		
Net (expenditure)/income as per the Statement of Financial Activities	(97,779)	483,111
Interest receivable	(3,299)	(30,830)
Depreciation	59,083	58,315
Decrease/(Increase) in debtors	392,183	(493,086)
(Decrease)/Increase in creditors	(16,191)	23,561
Decrease in provisions	—	(27,261)
Net cash inflow from operating activities	<u>333,997</u>	<u>13,810</u>
Cashflows from investing activities:		
Purchase of property, plant and equipment	(373,794)	(102,435)
Net cash outflow from investing activities	<u>(373,794)</u>	<u>(102,435)</u>
Cashflows from financing activities:		
Interest received	3,299	30,830
Repayments of borrowing	(4,144)	(6,449)
Cash inflows from new borrowing	—	124,903
Net cash (outflow)/inflow from financing	<u>(845)</u>	<u>149,284</u>
(Decrease)/Increase in Cash	<u>(40,642)</u>	<u>60,659</u>
Cash at 1st April 2015	<u>332,216</u>	<u>271,557</u>
Cash at 31st March 2016	<u>291,574</u>	<u>332,216</u>

The notes on pages 11 to 20 form part of these financial statements.

Citizens Advice County Durham

Notes to the Financial Statements

Year Ended 31 March 2016

1. Accounting Policies

Basis of Accounting

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)(effective 1 January 2015) - (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Citizens Advice County Durham meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

Reconciliation with previous Generally Accepted Accounting Policies

In preparing the accounts the trustees have considered whether in applying the accounting policies required by FRS102 and the Charities SORP FRS 102 the restatement of comparative items was required.

Two adjustments have been made to comparative items as follows:

	£
Holiday pay accrual	(2,220)
Recognition of Futurebuilders loan at amortised cost	<u>28,105</u>
	25,885
Original funds at 31st March 2015	<u>1,005,665</u>
Revised funds at 31st March 2015	<u><u>1,031,550</u></u>

Preparation of the accounts on a going concern basis

The Trustees have reviewed the performance of the Charity in the light of the small deficit reported for the year, and are confident there are no material uncertainties that may cast doubt on the ability of the Charity to continue as a going concern. Specifically the Trustees note the confirmation of a long-term Service Level Agreement with Durham County Council and significant contracts on behalf of Money Advice Service which will return the Charity to a financial surplus in the immediate future.

Citizens Advice County Durham

Notes to the Financial Statements

Year Ended 31 March 2016

1. Accounting Policies *(continued)*

Incoming Recognition Policies

Income is recognised and included in the accounts when all of the following criteria are met:

- The charity is entitled to the funds;
- Any performance conditions attached to the income have been met or are fully within the control of the charity;
- There is sufficient certainty that receipt of the income is considered probable; and
- The amount can be measured reliably.

Investment income is included in the accounts when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

Donated services or facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. On receipt, donated services and facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities or equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Expenditure is classified under the following activity headings:

- Expenditure on charitable activities includes those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

Citizens Advice County Durham

Notes to the Financial Statements

Year Ended 31 March 2016

1. Accounting Policies *(continued)* **Fund Accounting**

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the Management Committee for particular purposes.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

Fixed Assets

Fixed assets are stated at cost less accumulated depreciation. The costs of minor additions or those costing below £1,000 are not capitalised.

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid.

Cash at Bank and in Hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount.

Financial Instruments

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

Operating Lease Agreements

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against profits on a straight line basis over the period of the lease.

Pension Costs

The company operates a defined contribution pension scheme for employees. The assets of the scheme are held separately from those of the company. The annual contributions payable are charged to the statement of financial activities.

Citizens Advice County Durham

Notes to the Financial Statements

Year Ended 31 March 2016

2. Donations and Legacies

	Unrestricted Funds £	Total Funds 2016 £	Total Funds 2015 £
Transferred in from Teesdale and Sedgefield CABx	—	—	81,091
Gifts			
Donated facilities	6,500	6,500	21,500
	<u>6,500</u>	<u>6,500</u>	<u>102,591</u>

Donated facilities comprise the provision of property at Shakespeare House, Seaham, by Durham County Council at below market rent. The 2015 figure also included the provision of property at 32 Claypath, Durham

3. Income from Investments

	Unrestricted Funds £	Total Funds 2016 £	Total Funds 2015 £
Bank interest receivable	3,299	3,299	2,725
Interest recognised on FRS102 Transition	—	—	28,105
	<u>3,299</u>	<u>3,299</u>	<u>30,830</u>

4. Income from Charitable Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2016 £	Total Funds 2015 £
Durham County Council funding	845,558	—	845,558	867,684
Citizens Advice Funding	—	1,008,962	1,008,962	726,382
NHS funding	—	—	—	30,000
European Social Fund funding	—	15,767	15,767	—
Big Lottery funding	—	36,719	36,719	153,835
Other funding	174,001	29,630	203,631	303,431
Other income from charitable activities	45,169	752	45,921	17,178
	<u>1,064,728</u>	<u>1,091,830</u>	<u>2,156,558</u>	<u>2,098,510</u>

5. Other Income

	Total Funds 2016 £	Total Funds 2015 £
Premium for surrender of lease	—	340,000

Citizens Advice County Durham

Notes to the Financial Statements

Year Ended 31 March 2016

6. Costs of Charitable Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2016 £	Total Funds 2015 £
Exceptional costs of charitable activities (Redundancy costs)	–	–	–	8,625
Durham County Council funding	921,479	–	921,479	998,563
Citizens Advice funding	–	1,049,752	1,049,752	631,300
NHS funding	–	–	–	40,606
Big Lottery funding	–	75,267	75,267	181,546
Other funding	165,804	30,798	196,602	221,443
European Social Fund funding	–	21,036	21,036	–
Other charitable activities	–	–	–	6,737
	<u>1,087,283</u>	<u>1,176,853</u>	<u>2,264,136</u>	<u>2,088,820</u>

7. Net (Expenditure)/Income for the Year

This is stated after charging:

	2016 £	2015 £
Depreciation	59,083	58,315
Auditors' fees	<u>3,300</u>	<u>3,300</u>

8. Fund Transfers

During the period £14,466 was transferred from restricted funds to general funds. This comprised:

	2016 £
Deficit on restricted funds met from reserves	(5,755)
Contribution to support costs	<u>20,221</u>
	<u>14,466</u>

9. Staff Costs and Emoluments

Total staff costs were as follows:

	2016 £	2015 £
Wages and salaries	1,526,313	1,354,486
Social security costs	117,739	101,873
Pension costs	68,650	52,075
Redundancy costs	–	16,677
	<u>1,712,702</u>	<u>1,525,111</u>

During the year trustees received no remuneration and were reimbursed expenses of £93 (2015 - £354).

The key management personnel are the Chief Executive Officer and the Deputy Chief Executive Officer whose remuneration totals £96,000 (2015 - £77,000).

Citizens Advice County Durham

Notes to the Financial Statements

Year Ended 31 March 2016

9. Staff Costs and Emoluments *(continued)*

Particulars of employees:

The average number of employees during the year, calculated on the basis of full-time equivalents, was as follows:

	2016	2015
	No	No
Number of staff	<u>68</u>	<u>61</u>

No employee received remuneration of more than £60,000 during the year (2015 - Nil).

10. Tangible Fixed Assets

	Freehold property £	Computer & Office Equipment £	Leasehold Property £	Total £
Cost				
At 1 April 2015	165,000	157,194	168,199	490,393
Additions	<u>365,000</u>	<u>7,474</u>	<u>1,320</u>	<u>373,794</u>
At 31 March 2016	<u>530,000</u>	<u>164,668</u>	<u>169,519</u>	<u>864,187</u>
Depreciation				
At 1 April 2015	–	73,103	36,198	109,301
Charge for the year	<u>–</u>	<u>37,778</u>	<u>21,305</u>	<u>59,083</u>
At 31 March 2016	<u>–</u>	<u>110,881</u>	<u>57,503</u>	<u>168,384</u>
Net Book Value				
At 31 March 2016	<u>530,000</u>	<u>53,787</u>	<u>112,016</u>	<u>695,803</u>
At 31 March 2015	<u>165,000</u>	<u>84,091</u>	<u>132,001</u>	<u>381,092</u>

The freehold property was transferred to Citizens Advice County Durham at market value. It was valued on 30th July 2014 by McGillivrays Chartered Surveyors on an Existing Use Value basis and will be revalued every 5 years.

Capital commitments

	2016 £	2015 £
Contracted but not provided for in the financial statements	<u>–</u>	<u>3,880</u>

11. Debtors

	2016 £	2015 £
Trade debtors	84,231	92,682
Accrued income	49,473	65,598
Other debtors	–	340,000
Prepayments	<u>23,524</u>	<u>51,131</u>
	<u>157,228</u>	<u>549,411</u>

Citizens Advice County Durham

Notes to the Financial Statements

Year Ended 31 March 2016

12. Creditors: Amounts falling due within one year

	2016	2015
	£	£
Trade creditors	53,443	26,968
VAT	846	26,752
Deferred income	13,236	23,622
Futurebuilders loan	10,678	10,678
Other creditors	—	89
Accruals	18,321	24,606
	<u>96,524</u>	<u>112,715</u>

The following liabilities disclosed under creditors falling due within one year are secured by the company:

	2016	2015
	£	£
Futurebuilders loan	<u>10,678</u>	<u>10,678</u>

The Futurebuilders loan is secured by a charge over the freehold property at 71 High Street, Spennymoor.

13. Creditors: Amounts falling due after more than one year

	2016	2015
	£	£
Futurebuilders loan	<u>114,310</u>	<u>118,454</u>

The following liabilities disclosed under creditors falling due after more than one year are secured by the company:

	2016	2015
	£	£
Futurebuilders loan	<u>114,310</u>	<u>118,454</u>

The Futurebuilders loan is secured by a charge over the freehold property at 71 High Street, Spennymoor.

Included within creditors falling due after more than one year is an amount of £77,309 (2015 - £81,453) in respect of liabilities which fall due for payment after more than five years from the balance sheet date.

14. Pensions

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the pension fund. There was an outstanding liability of £Nil as at 31st March 2016 (2015 - £89).

Citizens Advice County Durham

Notes to the Financial Statements

Year Ended 31 March 2016

15. Commitments under Operating Leases

At 31 March 2016 the company had annual commitments under non-cancellable operating leases as set out below.

	2016		2015	
	Land and buildings £	Other items £	Land and buildings £	Other items £
Operating leases which expire:				
Within 1 year	35,010	-	5,442	-
Within 2 to 5 years	61,500	7,074	47,000	7,074
After more than 5 years	23,500	-	23,500	-
	<u>120,010</u>	<u>7,074</u>	<u>75,942</u>	<u>7,074</u>

16. Restricted Funds

	Balance at 1 Apr 2015 £	Incoming resources £	Outgoing resources £	Transfers £	Balance at 31 Mar 2016 £
<u>Citizens Advice Funding</u>					
MAS DAP	40,743	512,570	(501,787)	(8,812)	42,714
MAS DRO	23,095	424,544	(442,692)	(4,947)	-
Digital Money					
Coach	30,000	15,000	(45,259)	259	-
Pension Wise	5,000	18,750	(21,061)	(2,689)	-
EAC	-	22,500	(22,372)	(128)	-
EBDX	-	16,350	(16,580)	230	-
<u>Other Funding</u>					
Big Lottery					
Funding	41,838	36,719	(75,268)	(3,289)	-
HLF	9,050	-	(9,050)	-	-
The 1989 Willan					
Charitable Trust	1,491	-	(1,151)	(340)	-
Advice Hub AAP	-	13,236	(13,220)	(16)	-
AAP	-	16,394	(7,380)	-	9,014
Durham Works					
ESF funding	-	15,767	(21,033)	5,266	-
	<u>151,217</u>	<u>1,091,830</u>	<u>(1,176,853)</u>	<u>(14,466)</u>	<u>51,728</u>

Citizens Advice County Durham

Notes to the Financial Statements

Year Ended 31 March 2016

16. Restricted Funds *(continued)*

Citizens Advice Funding

MAS Debt Advice Project is funded by the Money Advice Service in partnership with Citizens Advice and provides debt advice via telephone and face to face appointments.

MAS Debt Relief Order unit is funded by the Money Advice Service in partnership with Citizens Advice to run a pilot, testing the delivery of a centralised debt relief order (DRO) unit.

Digital Money Coach is funded by SSE PLC in partnership with Citizens Advice supporting clients develop their financial and digital capacity.

Citizens Advice granted funds to manage an appointment service in County Durham supporting delivery of Pension Wise.

Energy Best Deal Extra is funded by EDF energy, UK Power Networks and Scottish Power in partnership with Citizens Advice advising consumers on energy related matters and activities.

Energy Advice Champion is funded by EDF energy, UK Power Networks and Scottish Power in partnership with Citizens Advice to support & promote Energy Best Deal Extra service.

Big Lottery Funding

Citizens Advice County Durham coordinates Big Lottery funding to provide a partnership improving advice services throughout County Durham.

European Social Funding

Durham County Council coordinates DurhamWorks partnership to help 16-18 years olds into employment. DurhamWorks is partially funded by the European Social Fund: Youth Employment Initiative and matched by Citizens Advice County Durham.

Other Funding

Heritage Lottery Fund has awarded Citizens Advice County Durham a grant in relation to a project celebrating 75 years of Citizens Advice.

The 1989 Willan Charitable Trust funds a start-up project offering advice to companies in partnership with Advice in County Durham.

Citizens Advice County Durham

Notes to the Financial Statements

Year Ended 31 March 2016

17. Unrestricted Funds

	Balance at 1 Apr 2015 £	Incoming resources £	Outgoing resources £	Transfers	Balance at 31 Mar 2016 £
Capital fund	600,356	–	(59,083)	40,220	581,493
Redundancy fund	188,000	–	–	(7,960)	180,040
General Funds	91,977	1,074,527	(1,028,200)	(17,794)	120,510
	<u>880,333</u>	<u>1,074,527</u>	<u>(1,087,283)</u>	<u>14,466</u>	<u>882,043</u>

Designated funds have been created for the following purposes:

Redundancy Fund - To meet the costs of staff redundancies should funding not continue;

Capital fund - Holds fixed assets for general use by the charity;

Citizens Advice County Durham aims to hold 3 months unrestricted liquid funds.

18. Analysis of Net Assets Between Funds

	Tangible fixed assets £	Net current assets £	Long term liabilities £	Total £
Restricted Funds:				
MAS DAP	–	42,714	–	42,714
AAP	–	9,014	–	9,014
	<u>–</u>	<u>51,728</u>	<u>–</u>	<u>51,728</u>
Unrestricted Funds:				
Designated Funds	695,803	180,040	(114,310)	761,533
General Funds	–	120,510	–	120,510
	<u>695,803</u>	<u>300,550</u>	<u>(114,310)</u>	<u>882,043</u>
Total Funds	<u>695,803</u>	<u>352,278</u>	<u>(114,310)</u>	<u>933,771</u>

19. Company Limited by Guarantee

The company is limited by guarantee. At 31st March 2016 there were 12 members each of whom had undertaken to contribute an amount not exceeding £1 in the event of a winding up.

The charity is not under the control of any one individual but of the board as a whole.